

Patient Charter

Everyone has the right to safe, high-quality, respectful care.

This charter explains what you can expect from us, and how we can work together to support your health and wellbeing.

Your Rights as a Patient

Safe, Respectful and Culturally Safe Care

You have the right to be treated with dignity and kindness, without discrimination.

We provide care that respects your culture, background, beliefs, identity and lived experience.

Clear Communication and Informed Choice

You have the right to receive information about your health, treatment options, risks and costs.

You can ask questions, be involved in decisions about your care, and decline or defer treatment at any time.

Privacy and Confidentiality

Your personal information will be kept secure.

You can access your health information or request corrections whenever you need to.

Accessible Care

You can ask for an interpreter at any time.

We'll provide reasonable adjustments to care to enable disability supports or accommodate your communication needs.

Continuity and Coordination

We'll explain how test results, recalls and follow-up appointments work.

Your care will be coordinated with specialists, hospitals and community services when needed.

Feedback and Complaints

You can provide feedback or make a complaint without it affecting your care.

If your concerns aren't resolved, you can contact the Office of the Health Ombudsman (Queensland).

What You Can Expect From Us

We provide high-quality, evidence-based care that puts you at the centre.

We listen carefully and include you in decisions about your health.

Communication

We communicate clearly about tests, results and follow-up.

We explain fees and billing before treatment so there are no surprises.

Your Information

We use your information responsibly and keep it secure.

Our care is culturally safe, welcoming and inclusive for everyone.

Coordinated Care

We coordinate with your broader health team—specialists, hospitals, allied health providers.

We provide recalls and reminders to support your preventive health.

We're committed to continuous quality improvement in everything we do.

How You Can Help Us Support Your Care

Good healthcare works best when we work together.

Share Information

Tell us accurate, up-to-date information about your health and any changes in your circumstances.

Ask questions whenever something is unclear—there are no silly questions.

Respect and Communication

Treat our staff and other patients with courtesy and respect.

Let us know if you've been to hospital or seen another provider so we can coordinate your care.

Appointments and Treatment

Attend appointments on time, or cancel early if you can't make it.

Use prescriptions, referrals and investigations as discussed during your appointment.

Need to book or reschedule? Contact us as early as possible.

Our Commitment to You

We're committed to long-term, team-based care that supports your health, your family and our community.

If you have ideas about how we can improve, please tell us. Your feedback helps shape better care for everyone.